

200 FIG. 250 "FIG. 250"

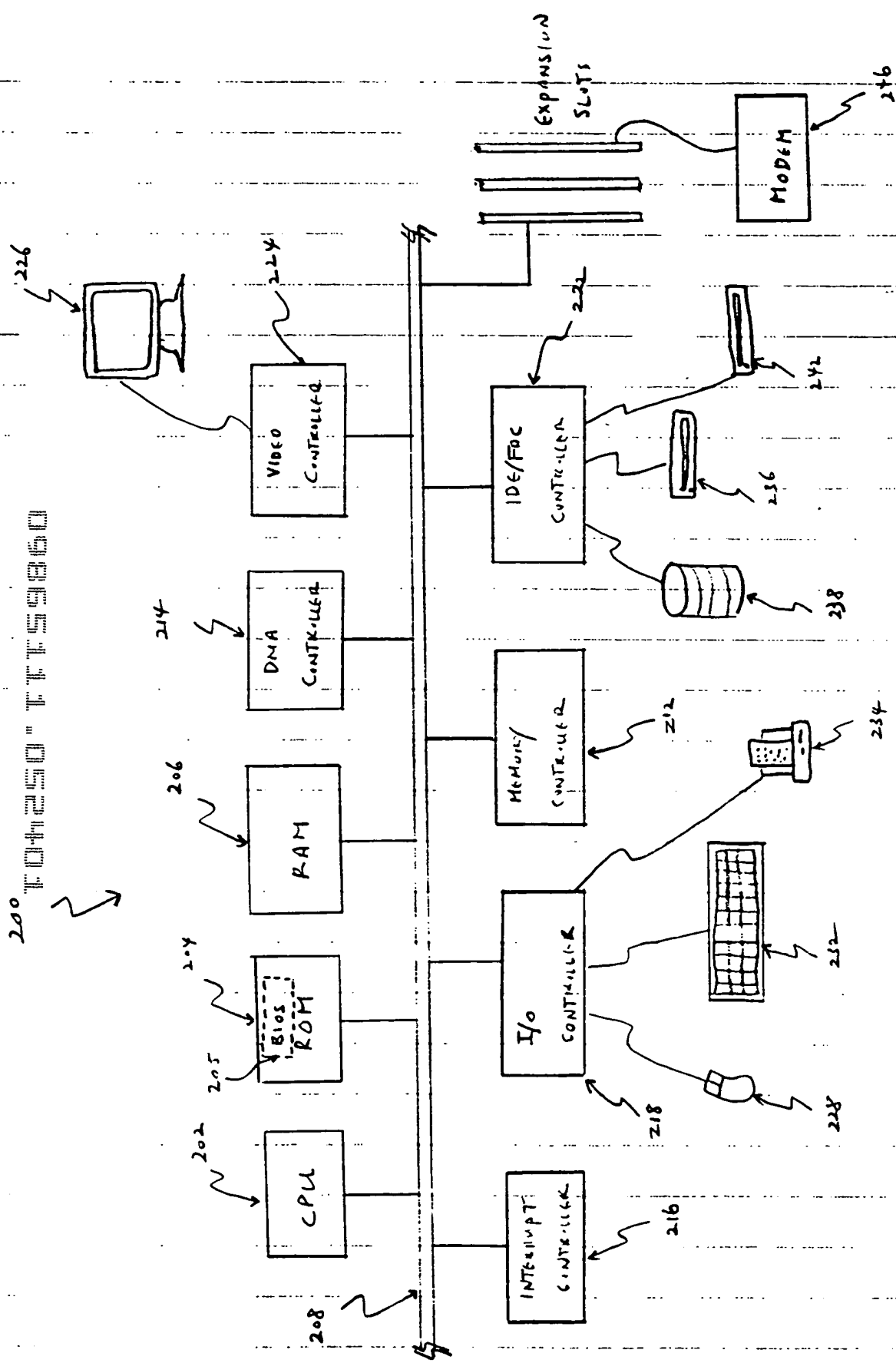


FIG. 2

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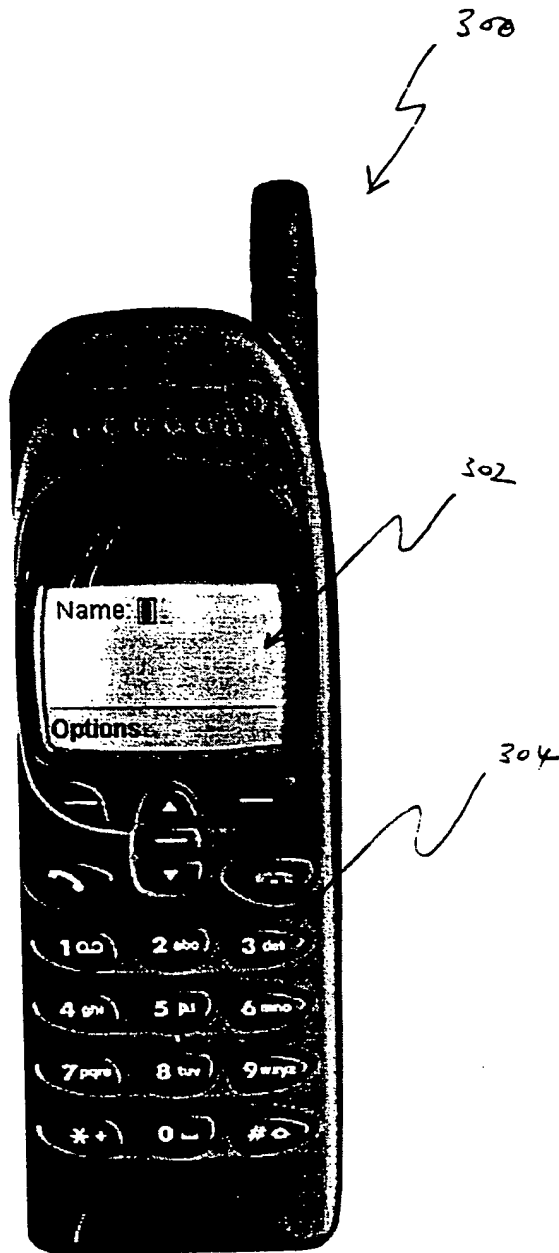


Fig 3

Platform Admin

Subscribers

Business Admin

402

407

406

410

User Interface

Negotiation Engine  
OFFER PACKAGE ENGINE

Database

XML  
XSL

HTML  
WML

XSLProcessor

Business Rules + Inference Engine

Messaging

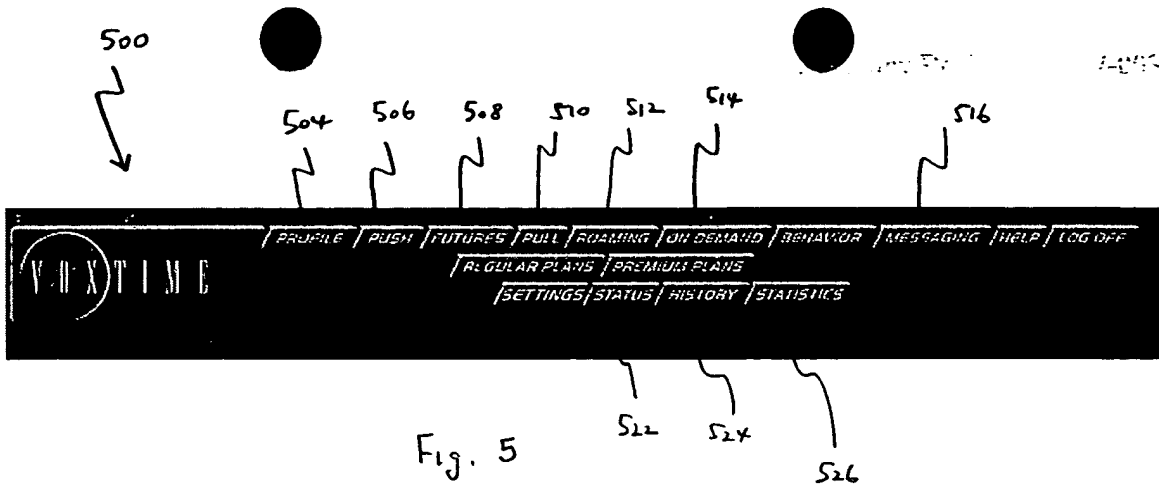
404

408

409

Fig. 4

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T04250TFF5860



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Nr	Name	Number of Members	Description
1.	All	43.	All the cutomers
2.	Americans	6.	All the customers living in US.
3.	Romanians	12.	All customers living in Romania.
4.	Roaming users	31.	All the customers that are using the roaming facilities.
5.	Business Users	33.	All customers that have business contract
6.	Private Users	10.	All the customers having private contracts.
7.	SMS Users	37.	This group involves all SMS users, regardless of their other profile matters (location, type of contract, etc.)

Fig. 6

CREATE NEW OFFER

## Special Offer

Name

Option	Rate [USD]	Call Duration [mins]
First	<input type="text" value="0.25"/>	<input type="text" value="10"/>
Second	<input type="text" value="0.20"/>	<input type="text" value="8"/>
Third	<input type="text" value="0.28"/>	<input type="text" value="22"/>

Call Time: between  :  PM  and  :  PM

Send to

Send on:

Send at:   :  PM

Freeze Offer: ☐

UPDATE RESET

Fig. 7

800  
↓

## Special Offers History

804

802

Date:  /  /

No Name	Send to Groups	Sending Time
1. <u>Offer to All</u>	All	May 25, 2000 11:39 AM
2. <u>May Offer</u>	Americans	May 25, 2000 12:09 PM

Fig. 8

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No	Offer Name	Sent Offers	Accepted Offers	Acceptance Rate	Potential Income
1.	Offer to All	2874	16	0.55%	\$ 87.45
2.	Offer to Romanians	1173	44	3.75%	\$ 616.00
3.	Offer to Americans	64	8	12.5%	\$ 25.40

Fig. 9

900

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T04250 " T T 5 8 6 0

### Pull Settings

Flat Fee	<input type="text" value="1.00"/>	[USD]
Flat Fee + Extra Rate	<input type="text" value="0.50"/>	[USD] + <input type="text" value="0.05"/> [%]
Extra Rate	<input type="text" value="0.16"/>	[%]
Simulate Network Busy	<input checked="" type="checkbox"/>	

RESET

## Pull Statistics

Date:  /  /

No	Date	Access Fee	Extra Rate	Call Duration	Income
1.	May/22/2000 4:22 PM	\$ 0.50	\$ 0.05 /min	2 mins	\$ 0.60
2.	May/22/2000 7:22 PM	\$ 1.00	\$ 0.00 /min	2 mins	\$ 1.00
3.	May/22/2000 7:35 PM	\$ 0.00	\$ 0.16 /min	2 mins	\$ 0.32
4.	May/22/2000 8:22 PM	\$ 0.50	\$ 0.05 /min	2 mins	\$ 0.60
5.	May/23/2000 10:10 AM	\$ 0.50	\$ 0.05 /min	9 mins	\$ 0.95

Your total gain is: \$ 3.47

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1100  
FJ //

## Configure Agent for Premium Plans

Agent Name

Location

Deadline     
  
 :

Parameters	Best **	Worst **	MU	Importance*	Behavior
------------	------------	-------------	----	-------------	----------

Call Duration	<input type="text" value="36"/>	<input type="text" value="5"/>	minutes	<input type="text" value="0.4"/>	<input type="text" value="Concessive Behavior"/>
---------------	---------------------------------	--------------------------------	---------	----------------------------------	--

Additional Price	<input type="text" value="0.5"/>	<input type="text" value="0.2"/>	USD	<input type="text" value="0.3"/>	<input type="text" value="Concessive Behavior"/>
------------------	----------------------------------	----------------------------------	-----	----------------------------------	--

Access Fee	<input type="text" value="2"/>	<input type="text" value="1"/>	USD	<input type="text" value="0.2"/>	<input type="text" value="Aggressive Behavior"/>
------------	--------------------------------	--------------------------------	-----	----------------------------------	--

Fig. 12

1302

# Behavior Editing Issues

Name

Aggressive Behavior

## Tactics Editing

To add a new tactic select the heading checkbox.

	Name	Weight	Parameter
1304	<input checked="" type="checkbox"/> Time Exponential	0.1	0.1
1306	<input type="checkbox"/> Select Tactic	0.1	
1308	<input type="checkbox"/> Select Tactic	0.1	

Fig. 13

No	Agent Name	Partner	Status
1.1	<u>Premium Plans Agent</u>	new connection	<input type="checkbox"/> Active

1400

1420

1402

1404

1424

1422

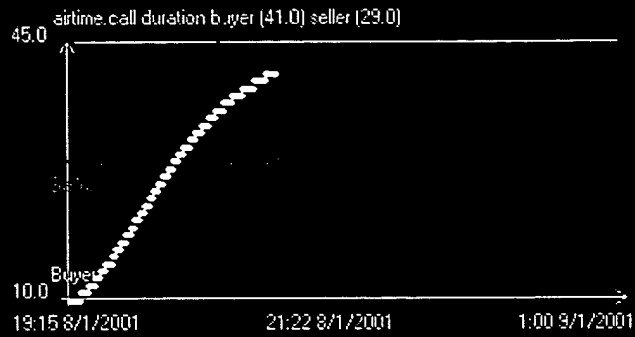
Fig. 14

1502

## AGENT ONLINE VIEWER

Please pay attention to the following dynamics. This is how you will be able to detect changes in the status of this live negotiation.

CLOSE



1504

Fig 15

1600



No	Agent Name	Partner	Status
1.13	Premium Plans Agent	Aquila	Deal Failed
1.14	Premium Plans Agent	Antares	Deal Closed
1.15	Premium Plans Agent	Deleted agent	Deal Closed

1602

1604

1606

Fig. 16

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Fig. 17

No	Parameter	Value	MU
1	Call Duration	59	minutes
2	Additional Price	10	USD
3	Access Fee	10	USD

Fig. 18

No	Parameter	My Agent Last Value	Partner Agent Last Value	MU
1	Call Duration	29	30	minutes
2	Additional Price	5	2	USD
3	Access Fee	10	10	USD

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- N No : Negotiated Deals - the number of all the agent's negotiations
- CD No : Closed Deals - the number of successful deals
- NCD No : Failed Deals - the number of failed negotiations
- R No : Number of current live negotiations – the current negotiations
- SR : Success Rate - the rapport between successful and number of all negotiations
- FR : Fail Rate - the rapport between failures and total number of negotiations

Fig. 19

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Fig. 20

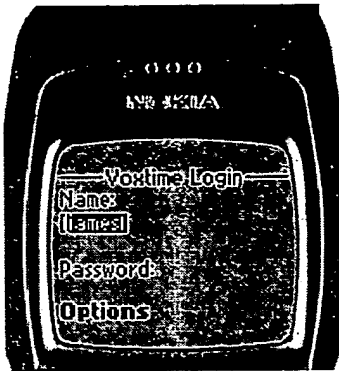


Fig. 21

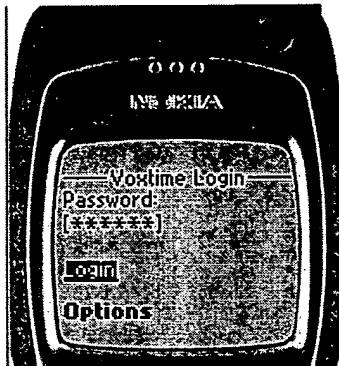


Fig. 22

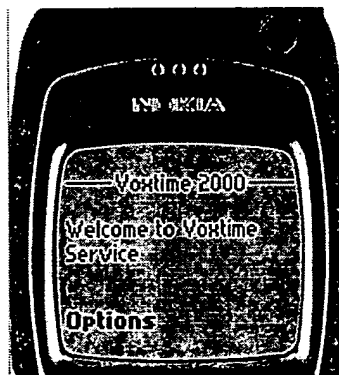
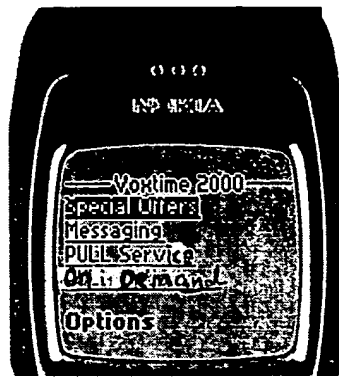


Fig. 23

Fig. 23



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Fig. 24

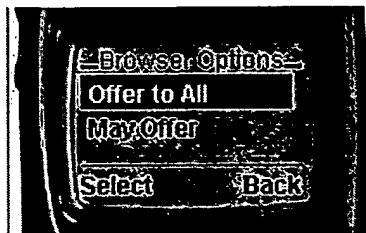


Fig. 25

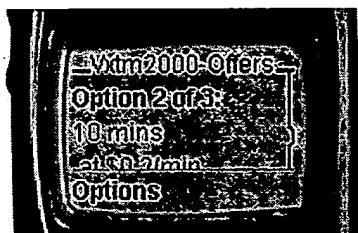


Fig. 26

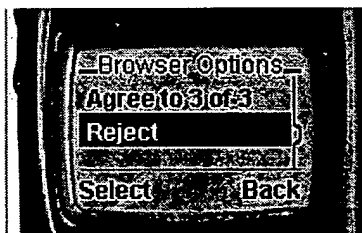
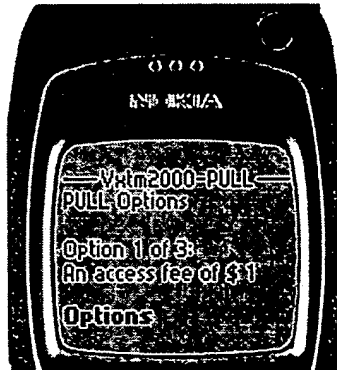


FIG. 27



FIG. 28



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Fig. 29

Fig. 29

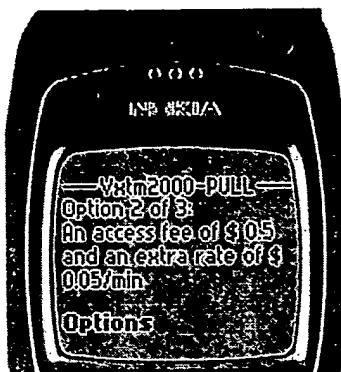


Fig. 30

Fig. 30

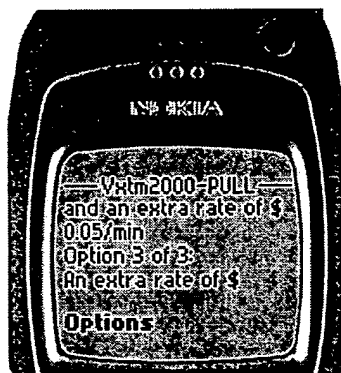


Fig. 31

Fig. 31

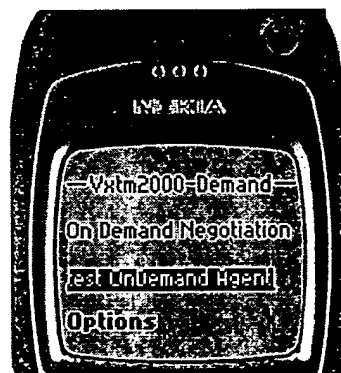


Fig. 32

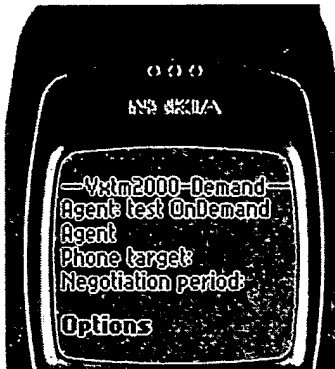


Fig. 33

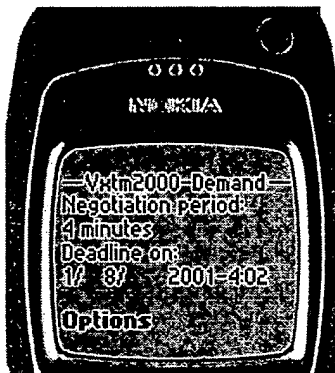


Fig. 34





Fig. 35

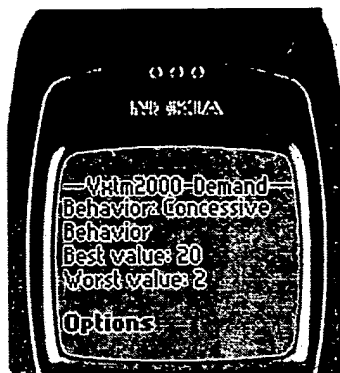
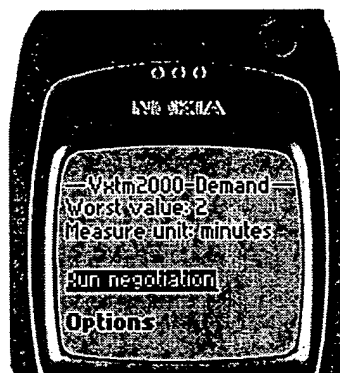


Fig. 36



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